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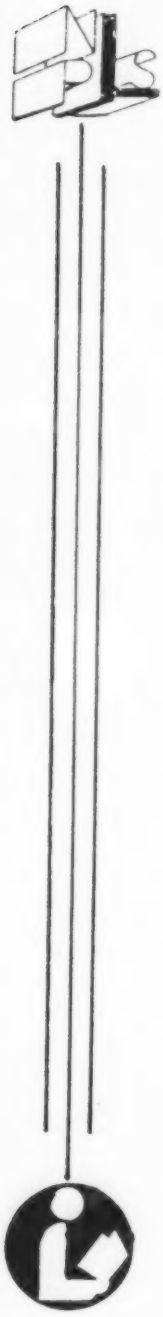

ANNUAL REPORT
1989-90

PROVINCIAL
PUBLIC LIBRARIES
BOARD

THE 54TH ANNUAL REPORT OF THE PROVINCIAL PUBLIC LIBRARIES BOARD FOR THE YEAR ENDED MARCH 31, 1990

92-07865/

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NEWFOUNDLAND PUBLIC LIBRARY SERVICES

ARTS & CULTURE CENTRE, ST. JOHN'S, NEWFOUNDLAND A1B 3A3

Honourable Eric Gullage
Minister, Department of
Municipal and Provincial Affairs
Government of Newfoundland and
Labrador

Dear Sir:

In accordance with the revised Public Libraries Act, 1988, we hereby submit the report of the Provincial Public Libraries Board for the year ended March 31, 1990.

Suzanne Sexty, Chairperson

Pearce J. Penney, Provincial
Director and Secretary to
the Board

TELEPHONE (709) 737-3964, 3965, 3966, 3967 / ENVOY: ADMIN. NPL

BOARD MEMBERSHIP
1989-90

Chairperson: Suzanne Sexty
Vice-Chairperson: John Snow
Secretary: Pearce J. Penney

Don Blackmore
Kelvin Fowler
Gladys Marche
Job Halfyard
Alan Hall
Susan Harvey
Roma Hicks
Margaret May (resigned Nov/89)
Stewart Ralph
Agnes Richard
Eldon Swyer
Julia Swyer
Calvin Taylor

Standing Committees

Executive
Suzanne Sexty
John Snow
Agnes Richard
Don Blackmore
Calvin Taylor

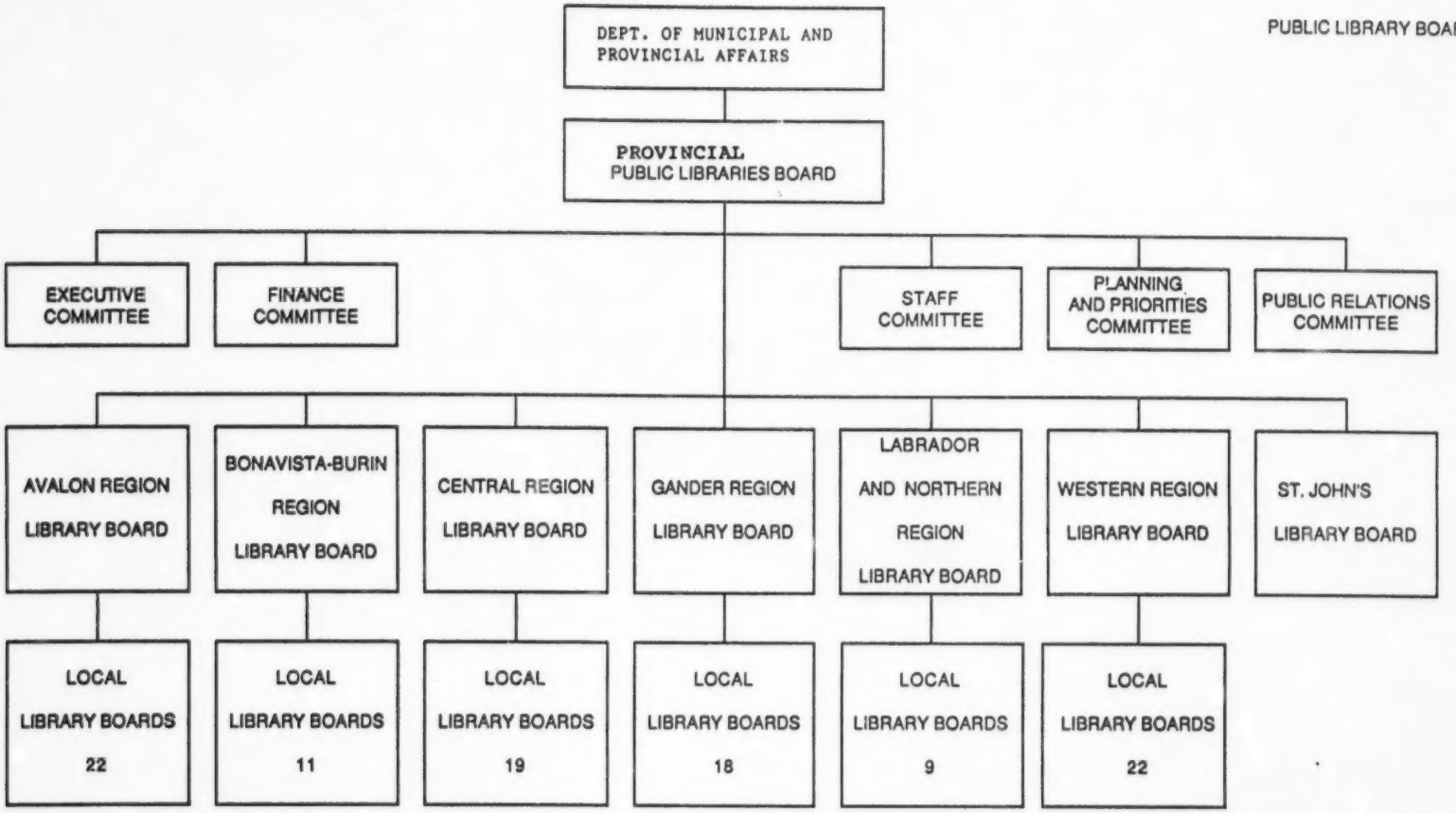
Finance
Don Blackmore
Stewart Ralph
John Snow
Susan Harvey
Calvin Taylor
Gladys Marche

Staff
Calvin Taylor
Job Halfyard
Alan Hall
Kelvin Fowler
Roma Hicks

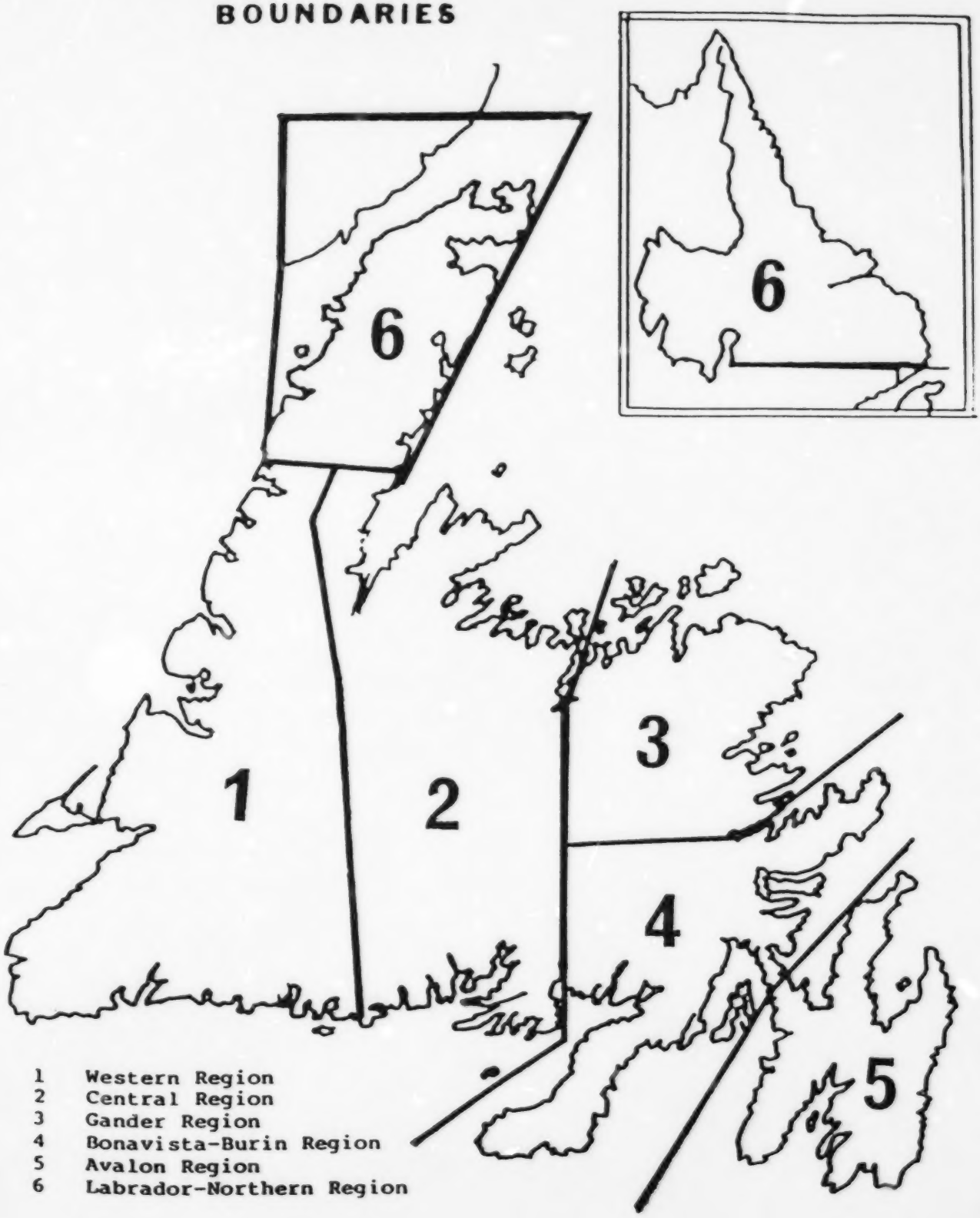
Planning & Priorities
John Snow
Kelvin Fowler
Alan Hall
Roma Hicks
Julia Swyer
Job Halfyard
Eldon Swyer

Public Relations
Margaret May (to Nov/89)
Calvin Taylor
Alan Hall (from Nov/89)
Gail Malone (staff)
Elinor Benjamin (staff)

PUBLIC LIBRARY BOARDS



REGIONAL BOUNDARIES



1 Western Region
2 Central Region
3 Gander Region
4 Bonavista-Burin Region
5 Avalon Region
6 Labrador-Northern Region

NEWFOUNDLAND PUBLIC LIBRARY SERVICES
1989-90

Minister, Municipal & Provincial Affairs	Hon. Eric Gullage
Provincial Director	Pearce J. Penney
Deputy Provincial Director	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Library:	
Head	Mona Cram (to Apr 30/89)
	Charles Cameron(from (May/89)
Assistant Head	Charles Cameron (to May/89)
	Anne Martin (from Dec/89)
Newfoundland Section	Derek Bussey
Interlibrary Loans	Anne Martin (to Dec/89)
General Librarian	Deirdre Tiffany
Technical Services Dept.:	
Department Head	Brenda Ryan
Provincial Books-By-Mail Service:	
Librarian	Elaine Morton
St. John's Library System:	
Chief Librarian	Mary C. Jones (to Apr 30/89
Branch Libraries & Special Collections	Harriet Mercer
Children's Librarian	Gail Hogan
Adult Reserves & Interlibrary Loans	Joan Wheeler
Avalon Region:	
Regional Librarian	Margaret McClintock (to Oct/89)
	John White (from Nov/89)
Mount Pearl City Librarian	Judy Escott
Bonavista-Burin Region:	
Regional Librarian	Victoria Murphy
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	John White (to Nov/89)
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

CHAIRPERSON'S REPORT

At the end of a year it is an interesting exercise to look back and to evaluate what has transpired during the previous year. The year 1989-90 enjoyed its share of both ups and downs and in reflection an observer is divided in whether to declare the year one of progress, of stability or of regression.

NEW MINISTRY

In the spring of 1989, the Department of Culture, Recreation and Youth, which was responsible for public libraries was reconfigured. When the process was completed, the libraries found themselves in the Department of Municipal and Provincial Affairs. With this department also responsible for housing, cultural and historical agencies, and municipal governments, the libraries found that their profile had been considerably reduced. It is important that the Board take every opportunity to heighten the profile of libraries not only to government, but also to the public in general.

LIBRARY CERTIFICATE PROGRAMME

Attendance in this programme, which is offered through Memorial University's Division of Continuing Studies, continues to be high. The first 14 staff to complete the course graduated in June 1989 and, as one graduate put it, "the programme can be a great learning experience." While this is true for the librarian in the programme, it is even more significant to note that the knowledge and experience gained by these people has been of benefit to the patrons of their libraries and to public library service as a whole in the province.

LIBRARY MATERIALS (CAPITAL GRANT)

The mainstay of library services continues to be the provision of reading materials and information. For a number of years the purchasing power of the library materials budget has been declining as provincial budget increases failed to be sufficient to keep up with increases in book prices. In order to rectify the reduction in stock which resulted from this situation, the Board requested special capital funding of $500,000

LITERACY

Funding for the first stage of a literacy project was received from the provincial Department of Education and the

federal Secretary of State. This funding is to enable the Board to conduct an evaluation of grade 5 to grade 9 reading level materials which are presently in the library's collection. It is hoped that the Board will be able to upgrade the collection of these materials which are suitable for new adult readers.

AUTOMATION STUDY

The Board was successful in getting a $25,000 grant from Government to undertake a study of the automation needs of the public library system. This study was undertaken by Beaumont Associates, Inc. and resulted in a report in which the automation needs and benefits were outlined. Unfortunately, the Board was not successful in its application for the funding needed to implement the findings of the report.

REGULATIONS

Following the royal assent to the Public Libraries Act in 1988 it was necessary to produce a new set of regulations. The regulations have been gazetted and will come into effect in April 1990.

TRAVELS

During the year it was my privilege to be able to visit a number of libraries in the various regions. Whether these libraries were small or large, well or poorly appointed in their communities, in new or old premises, the main impression that remains with me was not of the facilities, but rather of the staff. They continue to provide the library services which are sought after by the public.

THANKS

I would like to thank the staff of the public libraries, the members of the Provincial Public Libraries Board and the many persons in the province who have continued to demonstrate their belief in and support of public libraries. It is only through their efforts that the citizens of Newfoundland and Labrador have continued to be well served by these libraries.

Suzanne Sexty
Chairperson, Provincial
Public Libraries Board

PROVINCIAL DIRECTOR'S REPORT

Public Library Service in the province is governed by a Public Libraries Act and Regulations. The services are provided on a tri-level basis; namely, provincial, regional and local. However, the overall responsibility resides with the Provincial Public Libraries Board, an agency of the Provincial Government, reporting to the Department of Municipal and Provincial Affairs.

Outside the provincial support services there are six regions, the St. John's library system and 101 local libraries.

The year under review had a number of accomplishments, intermingled with a few disappointments.

Highlights of the year include:-

- First graduates from the Library Certificate Programme-fourteen library staff graduated.
- Regulations received final approval.
- Automation study completed and approved by the Provincial Board.
- Adoption of a Five Year Plan.
- Compilation of Fixed Asset Inventory.
- Review of Composition of Local Boards.
- Approval to implement recommendations in the Black Report dealing with the transfer of reference service from the Provincial Reference and Resource Library to St. John's Library System.
- Microfilming of the Provincial Public Libraries Board minutes.
- Review of the Provincial Books-By-Mail.
- Completion of a Public Relations Handbook.
- Preparation of two proposals to Government, through the Department of Municipal and Provincial Affairs.
- Planning for a Trustee Symposium in September 1990.

Measuring the success or failure of a library service is always difficult. Statistics will tell you how many times the books have circulated and the extent to which the reference section was used. Despite the imperfection of the method of measurement, it does provide an overview and until someone comes up with a better way of doing it, it will continue to be the measurement used.

In 1989-90 there was a slight decrease in circulation but an increase in the number of registered borrowers. Although one might expect a corresponding increase in circulation, one reason why this may not have materialized is because people are taking less books each time due to fewer titles being available, caused

by inadequate book budgets. Interlibrary loans remain about the same as last year, indicating a need to share resources as collections shrink.

There has been a slight increase in reference enquiries, indicating that more people are taking advantage of the information available to them through the public library system.

Library programmes and class visits continue to play an important role in the library. While some regions showed a slight decrease others increased. Libraries are still receiving many visits from school classes - last year there were in excess of 2,000 class visits.

The individual department and regional reports clearly show that people do value the public library service and consider it an essential service to their community.

It has been a busy year in many respects. There has been increased use of the library service in most areas. Staff continue to improve their skills and knowledge through the Library Certificate Programme and workshops. The Board considers the future direction of the public library services and prepares a five year plan.

Appreciation is extended to the minister and officials of the Department of Municipal and Provincial Affairs for their co-operation and support during the year.

The members of the provincial, regional and local library boards deserve high praise for the volunteer service provided at all levels of the operation.

To the staff, who excelled in their de'ication, devotion and plain hard work, a sincere thank you.

Thanks to the media for their interest and co-operation during the past year, in assisting with the promotion of public library services throughout the province.

Pearce J. Penney
Provincial Director

PROVINCIAL SERVICES

Provincial Books-By-Mail

Provincial Books-By-Mail provides mail order library service to those communities without branch libraries within the boundaries of Central and Labrador-Northern regions. Further expansion of the service has been delayed by budgetary restraints and this year's emphasis has been on maintaining the present level of service while planning for future directions of Books-By-Mail within Newfoundland Public Library Services. In September, a decision was reached to decentralize the service and integrate the Books-By-Mail circulation into the regions by 1992. A committee has been struck to establish guidelines for the transfer of the service to the regions.

The 1989-90 fiscal year marked the first full year of automated circulation. The circulation procedures worked smoothly on the whole, though there are still a number of problems in the reports and no overdue notices have been generated this year. Since February, steps have been taken to upgrade the system which will soon result in the correction of many of the present "glitches". Unfortunately, this work has resulted in several weeks downtime. The problems with the overdue notices and the remote terminal display should be fixed in the next year. The new setup has made possible a program to recover the space from "dead" transactions on the hard drive which has made several operations run more smoothly. We are hopeful for a completely error-free automation system early in the new fiscal year.

Due to the timing of the downtime, from mid to the end of March, circulation for this year is lower than last: from 47,638 last year to 41,116. There are 4,000 borrowers presently registered. No breakdown by location or age is presently possible.

The catalogue this year was given a new layout and cover design. Many comments made in last spring's user survey were incorporated in both the collection development and in the cover design and layout and have resulted in a more readable catalogue. As last year, the catalogue was directly typeset from the word processing module.

Provincial Reference and Resource Library

Reorganization and looking to the future highlighted the year for the Provincial Reference and Resource Library: reorganization of the Newfoundland Collection and the librarians' positions and participation in the Black Report Study and Automation Committees.

The Provincial Reference and Resource Library is the provincial resource library for the Newfoundland Public Library Services and is the public reference library for the City of St. John's and area. The entire library collection is a back-up, support collection for the public library system. It is also the access point whereby residents of the province can gain access to information in other parts of Canada and the world through the Interlibrary Loans System.

The Provincial Reference and Resource Library is comprised of two main sections, the General Reference Section and the Newfoundland Reference Collection. The General Reference Section houses books (reference and general non-fiction), current and back issues of periodicals and newspapers, periodical and newspaper indexes, telephone directories for all major Canadian centers, university and college calendars, federal government documents including Statistics Canada publications, vertical file and Last Copy Fiction Collection.

In the Newfoundland Reference Section are found Newfoundland books, periodicals, newspapers (current and bound), microfilm of Newfoundland Newspapers, maps, photographs and other items of an archival nature. The Newfoundland Reference Section endeavours to collect all current printed material pertaining to the province as well as items published about the province at any time in the past.

This past year saw a beginning in the reorganization of the Newfoundland Collection. An examination of the collection with the Newfoundland Collection librarian showed there were both short and long term changes required. Short-term projects undertaken in 1989-90 included reorganizing the public area of the Newfoundland Section to make a more efficient working area for both patrons and staff; ordering three copies of new Newfoundland books instead of five; completion of a detailed Collection Development Policy and a guide to location of materials; completely reorganizing the Newfoundland vertical file and creating community and ship

files to accompany the main and names files; reorganizing the shelf list; and a major move of materials in Newfoundland storage areas to make materials in the vault more accessible and to bring certain materials together.

For the long term, it was recognized that the catalogued book collection requires a thorough inventory, the backlog of donated and uncatalogued materials needs to be dealt with (a start was made in 1989-90), newspapers, both loose and bound, require a long range plan which will likely incorporate off-site storage, conservation measures need to be taken and a system needs to be developed for brochures and periodical articles.

The Reference Library's four librarian positions underwent complete reorganization with new job descriptions for all and classification reviews for three. The reviews saw the Interlibrary Loans Librarian and the Newfoundland Collection Librarian positions reclassified to Librarian III. The four positions, Head Librarian, Head of General Reference, Newfoundland Collection Librarian and Interlibrary Loans Librarian have all been filled as of the end of March. Staff selection, supervision, evaluation and training are now shared among the four positions. The new arrangement will also allow for systematic collection development and increased attention to the Library's provincial responsibilities.

A major change in the future operation of the Provincial Reference and Resource Library as proposed by the Provincial Board's Black Report Study Committee was adopted by the Board in March 1990. By September 1991 it is intended that the role of the Reference Library will be primarily provincial with only the Newfoundland Collection open to the public. The general reference service for St. John's will be assumed by the St. John's Library System and will operate in the same location as the present General Reference Department. While the Committee accomplished considerable preliminary planning concerning collections, space and staff in 1989-90 much detailed planning needs to be done. The Head of General Reference and the Head Librarian represented the Reference Library on the Committee.

Also important for the Reference Library in 1989-90 was the Provincial Board's Automation Committee. The Head Librarian served on the Committee whose mandate was to provide guidance and act as a sounding board for Jane Beaumont, the automation consultant employed by the Board. The Report prepared by the consultant contained an overview of the Library's current services and made recommendations in the areas of

interlibrary loan, on-line public access catalogue, on-line search services, Newfoundland newspaper index and office automation. The consultant also undertook an examination of existing manual services and made very useful recommendations to staff, particularly in the area of interlibrary loan.

The Provincial Reference and Resource Library became a founding member of the Paper Heritage Group of Newfoundland in December 1989. The purpose of the group is to preserve and conserve books, newspapers, periodicals and other print materials, particularly those relevant to the history and culture of Newfoundland. Projects of the Group are a paper conservation laboratory in the Memorial University Library staffed by a conservation technician and a preservation microfilm operation in the Provincial Reference and Resource Library staffed by a microfilm technician. The microfilm unit has been in existence since 1975.

The Paper Heritage Group is a co-operative effort of the Newfoundland Public Library Services, Memorial University Library and the Maritime History Archives. The first tasks of the Group have been to establish priorities in the microfilming of runs of Newfoundland newspapers and the working out of a co-operative venture for book and document preservation. Members of the Board from the Reference Library are the Newfoundland Collection Librarian and the Head Librarian.

A Report on Preservation Recommendations for the Reference Library was completed by Donna Green, the Paper Heritage Group's conservation technician. Several recommendations are included which can be incorporated into the Library's short and long range planning. The microfilming unit of the Group is directly supervised by the Head Librarian. This has involved organizing runs of Newfoundland newspapers for microfilming, obtaining permission to microfilm and borrowing issues from institutions, newspaper offices and individuals. The filming of the Daily News from 1920 to 1984, a major project of the unit for several years, was completed in March 1990.

The Newfoundland newspaper indexing project was in abeyance in 1989-90. A new system will be required to continue the index. Computer tapes for indexing completed under the old system have been secured from the University of Guelph.

1989-90 was the first full year of operation for the new procedures for handling requests from outside the NPLS. All books and other materials requested from and loaned to libraries outside the NPLS were sent directly between the

libraries concerned, instead of being remailed by the Reference Library. This procedure has worked very well and has benefited all parties. Microfiche requests sent to the Reference Library from other libraries in the system are beginning to level off. There has been an overall decline in the number of requests received from the region offices. This decline was foreseen and is due to the regions undertaking more of their own subject requests, particularly the repetitive high school ones. Requests sent to the Reference Library are chiefly those that the regions cannot be expected to answer, whether they be for adults or high school and community college students.

In September the regional interlibrary loans technicians came together for their second meeting which was coordinated by Anne Martin, Interlibrary Loans Librarian at the time. Work progressed on the ILL Technicians Manual and agreement was reached on a common record keeping form.

The Last Copy Fiction Collection has very few additions but its use by NPLS libraries continues to grow each year.

The Reference Library took several steps to assist the regions in collection development. The Newfoundland Collection Librarian began to provide quarterly Newfoundland Acquisition Lists with complete ordering information and now also coordinates the ordering of provincial government documents. Updating the regional resource collection lists is now the responsibility of the librarians in the Reference Library Committees, under their direction, will begin regular updating in 1990-91.

The number of books added to the collection showed an overall increase due to the increased number of General Reference books added. The number of new additions to the Newfoundland Collection remained almost constant. The Library was the recipient of a $1,000.00 grant from the Canadian Institute for International Peace and Security to purchase books in the areas of peace and disarmament. Recon and weeding of the older General Collection continued in the areas of the 300's, 600's and 900's. A considerable number of titles are now waiting to be entered into the terminal in Technical Services as time and funds permit. Weeding of the General periodical collection continued.

Two In-Library Use surveys were held in November and February. Library visits were on par with the previous year while library materials used showed a small increase. Reference questions asked by patrons in person in both Sections showed a moderate increase while telephone requests

showed a moderate decrease. The Reference Library again participated in CBC Radio's Morning Show feature "Good Question".

All Reference Library staff attended the one-day Staff Workshop in September. During the summer Mary O'Rourke participated in the on-the-job training programme by spending five days in Technical Services. Derek Bussey attended a Public Service Commission course on Oral Communications and Charles Cameron attended the Atlantic Provinces Library Association Conference in Charlottetown in May.

Staff changes were very abundant in the Reference Library in 1989-90. Mona Cram, the long time Head Librarian, retired on April 30 and was replaced by Charles Cameron. Anne Martin moved from the Interlibrary Loans Librarian position to Head of General Reference while Deirdre Tiffany assumed the Interlibrary Loans position at the end of the year. Mary O'Rourke transferred to a General Reference Library Technician IV position and was replaced by Amelia Hammond in her old position. Mrs. Marjorie Pike retired from her half-time Library Technician I indexing position at the end of April. Sharon Layman replaced Amelia Hammond in the Periodicals Clerk-Typist II position in September. The Clerk I position was filled by two permanent half-time staff in April, Marie Clemens and Brian Quinn.

Both short and long term reorganization of the Newfoundland Collection is required to make the most effective use of the Collection. Progress made during 1989-90, such as the reorganization of the vertical file, has had a positive effect. Changes are required to simply keep track of and locate material. Dealing with some of the most obvious and frequent frustrations of staff has been the priority.

Preservation is a strong long-term concern with this collection and increased emphasis will be placed on it.

Reorganization of the professional positions will allow the Reference Library to tackle collection development and provincial responsibilities much more effectively. The latter includes the initiatives taken by the Newfoundland Collection Librarian in the area of provincial collection development.

The recommendation of the Black Report Study Committee will see a major change in the Reference Library's role. The Library will be able to fulfill its provincial mandate as it has previously never been able to do. Considerable planning and adjustments will be required in the next two years.

The Automation Committee was an important development for the Reference Library both in examining how the Library operates now and in looking at alternatives for the future. The consultant's review of library operations reiterated the importance of reconverting our older catalogue records to Marc format. Recon provides an opportunity for systematic weeding and allows all libraries in the system direct access to the provincial collection.

The Five Year Plan developed for 1990-95 incorporated several aspects of the above developments and will provide some measure of how well the Library's goals are achieved.

Change was an important element in the Reference Library's operation in 1989-90 and will continue to be so in the years immediately ahead. While the Library prepares for its new role as primarily a provincial resource centre changes will continue to occur to make all of the Library's collections more accessible and to make procedures as efficient as possible.

Provincial Reference & Resource Library
STATISTICAL REPORT

	1989-90	1988-89
1. **REFERENCE QUESTIONS FROM ALL SOURCES:**		
Newfoundland	7,928	7,916
General	14,086	14,439
TOTAL	22,014	22,355
2. **MATERIALS USED IN LIBRARY:**		
A. Newfoundland periodicals, newspapers, books, pamphlets, etc.	26,336	24,622
Newfoundland microfilm	3,069	2,742
TOTAL NEWFOUNDLAND MATERIALS	29,405	27,364
B. General periodicals and newspapers (from basement & vertical file)	20,613	17,584
General microfilm/microfiche	69	164
TOTAL	20,682	17,748
3. **INTERLIBRARY LOANS** (i.e. made outside the Nfld Public Library Services):		
Materials requested by Library	873	988
Materials requested from Library	487	425
4. **LOANS WITHIN THE NEWFOUNDLAND PUBLIC LIBRARY SERVICES:**		
Number of requests received	3,981	4,757
Number of books, etc., sent	5,924	7,692
5. **MATERIALS CIRCULATED DIRECTLY:**		
Newfoundland	174	187
General	860	1,276
Multilingual	3,333	2,782
TOTAL	4,367	4,245
6. **CLASS/GROUP VISITS:**	30-888	33-1,009
7. **VISITS TO THE LIBRARY** (Library as a whole):	36,800	36,525
9. **IN-LIBRARY MATERIAL USE:**	130,100	123,075

TECHNICAL SERVICES

Staff changes and staff shortages highlighted the past year. While there was only one new appointment, several temporary assignments, both within and outside the Department, meant that most of the staff were involved in training either as trainer or trainee for several weeks during the year. Other developments included an even more significant increase in the number of titles catalogued by mail in 1989-90 compared with previous years. A major disappointment was the fact that funding for the Provincial Board's automation proposal was not approved.

The Technical Services Department handles the ordering, cataloguing, and processing of library materials for the province. Most new books and videocassettes are catalogued through Utlas, a bibliographic utility in Toronto, and are listed in the COM (microfiche) catalogue. Some library materials, such as paperback fiction, records and cassettes, are excluded from the COM. Many books catalogued prior to 1981 have not yet been listed in the COM; these are added as time and money permit.

At the end of 1989-90, there were approximately 121,000 titles in the COM catalogue. All retrospective titles from the Newfoundland Reference Collection have been added to the catalogue. We will now concentrate on adding pre 1981 titles from the General Reference Collection, St. John's Library System and other resource libraries that request it. Over 3,000 of these titles were added during the year and approximately 1,500 of these books were reprocessed.

There was a slight increase in the number of library materials processed this year. For the first time we catalogued and processed videocassettes (71 in total). The number of titles catalogued by mail increased to 2,093; this more than doubled last year's total of 998 which was a hugh increase from previous years. We added 148 titles to the Churchill Falls School Library (LSL) collection.

In addition to providing the annual COM catalogue and five supplements, Utlas also produced 731 shelf list cards for titles in the Newfoundland Reference Collection.

In August, Maclean Hunter Library Services (formerly Learning Tree) proposed that the Public Library Services participate in a New Book Approval Plan, whereby one copy of each new children's title would be shipped to Technical Services each month for viewing by all interested librarians. Since September we have received eleven shipments of books for a

total of approximately 800 titles. Books remain in Technical Services for 90 days. Feedback from librarians has been mixed. Some think it is an excellent service and use it regularly, others feel that they do not have enough time to view the displays. By September 1990, we hope to have a better idea of how this plan is working and possibly make revisions if necessary.

Staff training and development continued during the year. Roma Guy completed a course at Newfoundland and Labrador Computer Services; John Griffin and Frances White completed courses at Memorial University School of Continuing Studies. On-the-job training within the Department continued. This was particularly useful during the past year when several staff were actually assigned temporarily to positions they had previously been trained to do. Other staff were assigned to temporary positions outside the Department. Sharon MacDonald and Gordon Wade represented the Department on the Workshop Committee and all staff attended the workshop in September. Generally, people found the workshop to be informative and worthwhile. In addition, Frances White and Glenda Kendall conducted training sessions for Mary O'Rourke from Provincial Reference. Hopefully, this variety of training and work experience will give all staff a better understanding of how Technical Services and other areas of the provincial library service operate.

The Department Head attended the APLA Conference in Charlottetown, P.E.I., and submitted a report to the Provincial Director.

In conclusion, I would like to emphasize the importance of the COM catalogue as a means of resource sharing. Technical Services will endeavour to provide as comprehensive a catalogue as possible by continuing to add pre 1981 titles. Staff development and training will continue on a regular basis.

Technical Services
STATISTICS 1989-90

	1989-90	1988-89
NUMBER OF VOLUMES PROCESSED		
Region or Department		
Avalon Region	5,334	5,732
Bonavista-Burin Region	3,154	2,918
Central Region	6,748	5,577
Gander Region	4,967	3,846
Labrador-Northern Region	3,164	3,345
Reference & Resource Library	3,427	3,117
St. John's	4,716	5,423
Western Region	7,021	6,820
TOTAL	38,531	36,778
NUMBER OF TITLES		
Non-fiction	8,514	8,157
Fiction	4,405	4,112
TOTAL	12,919	12,269
Non-fiction Adds	3,893	3,961
Fiction Adds	2,986	3,367
TOTAL	6,879	7,328
DISCARDS FROM COM		
Region or Department		
Avalon Region	7	69
Bonavista-Burin Region	48	36
Central Region	176	362
Gander Region	207	240
Labrador-Northern Region	142	69
Reference & Resource Library	158	179
St. John's	2,333	1,237
Western Region	889	1,840
TOTAL	3,960	4,032

	1989-90	1988-89
DISCARDS FROM OFFICIAL CATALOG		
Region or Department		
Avalon Region	--	--
Bonavista-Burin Region	--	--
Central Region	81	23
Gander Region	54	54
Labrador-Northern Region	--	45
Reference & Resource Library	592	988
St. John's	747	1,332
Western Region	63	331
TOTAL	1,537	2,773
LOCATION CHANGES		
Region or Department		
Avalon Region	38	411
Bonavista-Burin Region	30	25
Central Region	26	81
Gander Region	106	125
Labrador-Northern Region	63	62
St. John's	179	219
Western Region	1,156	294
TOTAL	1,598	1,217
RECON		
Reference & Resource Library	1,668	1,285
Reference Fiction (Last Copy)	26	273
Other	1,824	2,626
TOTAL	3,518	4,184

UTLAS DATA BASE SEARCHING

	In Data Base	Not in Data Base
Non-fiction	92%	8%
Fiction	95%	5%

REGIONAL REPORTS

There are six regions in the province serving one hundred and one (101) libraries, excluding St. John's. The number of libraries in each region varies from twenty-two to nine.

AVALON REGION:

The year just past in the Avalon Region can be described as one of holding our own, improving in some areas and planning for a better future.

Overall circulation for the region was 293,863, a marginal increase over the previous year. The number of increases and declines in individual library circulations was evenly split eleven-eleven. Mount Pearl's circulation was 54,489, or a 14 percent improvement over 1988-89. This library is quickly rebuilding the patron base it lost two years ago when it moved from Centennial Square to Olympic Drive. Conception Bay South's circulation continued to grow by 6 percent, with 37,997 items borrowed. Goulds, Pouch Cove and Torbay all reported small increases in their circulations last year.

This same pattern also held true for other libraries on the Avalon Peninsula. Whitbourne, Upper Island Cove, Carbonear, Victoria and Old Perlican all improved their circulation statistics. Where there were drops in circulation it was usually in the range of 2-3 percent. This was the case with Bell Island and Bay Roberts although each had a circulation of over 22,000.

The number of registered borrowers in this region increased by over 2,800 to 22,095. This figure represents 34 percent of the total population directly served by libraries. To attract and hold these patrons several initiatives were begun last year to improve the libraries' bookstock. Firstly, together with the other regions, Avalon libraries will begin to receive bestsellers more quickly than in the past. This is due to a special standing order procedure that was put in place last year. Secondly, to better meet teenage and preteen reading interests every library received 175-250 young adult paperbacks. The local librarians have subsequently reported a high demand for these titles. And, thirdly, the regional librarian has sought out his librarians' recommendations on what to purchase for their libraries.

Four libraries - Bell Island, Holyrood, St. Bride's and Trepassey - applied for a reading stimulation grant from the

Canadian Federation of University Women in early 1990 with the regional office's assistance.

Several of the local boards were busy working to assure the future of library service in their community during 1989-90. The Trepassey board started construction of a new library in August 1989, under a federal government local initiatives grant. By December the building's exterior was finished, windows and doors installed and the rough electrical work completed. The library will be completed in 1990 if the board's second grant application is successful.

In Upper Island Cove the board negotiated a new three-year lease with the Anglican Church parish for their library. In Whitbourne that board has approached its town council to discuss the possibility of moving the library into the council building. The Whitbourne library is presently located in a small shopping mall some distance outside town. By the end of March the town council had made no decision on this request.

Both the Bay Roberts and Conception Bay South library boards are embarked on ambitious building programs. The need for new libraries in these two growing communities is unquestionable. Both are located in their original library buildings - Bay Roberts since 1946 and CBS since 1975 - and have outgrown these facilities. Bay Roberts' plan is to build a 4,000 square feet library as part of a proposed civic centre. Conception Bay South is planning for a 7,000 square feet library building. Architects have prepared preliminary plans for both boards who are now seeking out local funding support. Detailed proposals for these two projects should be completed in time for their inclusion in the region's 1991-92 budget estimates.

The preceeding are only some highlights of the year just past. There were some changes too. Margaret McClintock, regional librarian since 1985, resigned in October. She was replaced by John White, formerly the Labrador-Northern regional librarian. Mrs. June Walker, the Brigus librarian for 31 years, retired in March. George Walsh, the first chairman of the Avalon Regional library board and a long-time member of the Harbour Grace library board retired from that board in March.

In conclusion, 1989-90 was both an ordinary and a busy year - the two terms are not mutually exclusive. The local boards were busy with matters great and small to ensure the smooth operation of their libraries. The local librarians were certainy busy and generally worked hard to meet their patrons' demands. Finally, the regional office staff again

provided their often unseen but vital support to the region's libraries and the regional librarian.

BONAVISTA-BURIN REGION

Significant happenings of 1989-90 in the Bonavista-Burin Region included:

- Counting the use of vertical file material (mostly magazine clippings) for the first time.
- An increase of 4 percent in the circulation of all items, partly due to the inclusion of vertical file items.
- More and more interlibrary loan requests are being filled using the resources of the Regional Resource Library in Clarenville.
- An inventory of furnishings and equipment was completed in each library at the end of the fiscal year.
- The regional librarian was temporarily replaced by Joseph Hudon from July to January, while she was off travelling the world on a self-funded leave (basically an unpaid leave).
- On other travels, the regional librarian attended the Canadian Library Association Conference in June, in Edmonton.
- Burin librarian, Joan Rowe, went on leave without pay starting in November and was temporarily replaced by Marilyn Beazley.

The regional headquarters and the eleven libraries in the region continued to supply the usual range of library services, books, magazines, and cassettes to their patrons.

Counting the vertical file use has revealed that the use of these items is substantial in those library, such as the Clarenville, Southern Harbour and Fortune libraries, which have a large number of vertical files on a wide variety of topics of interest to students. Unfortunately, some librarians do not take advantage of the interlibrary loan service offered by the regional headquarters to obtain information for their files. With book budgets so tight, this is a good way to supply information to students, for a single vertical file can contain 20 separate articles on a topic, whereas a library might have only one book on that particular topic.

In addition to supplying photocopied items to the libraries in the region, the Ill Technician at the regional headquarters also sends information regularly to six schools which are located in communities which do not have public libraries, a service that they appreciate.

Librarians who can't find materials and information in their libraries, use the microfiche catalogue to borrow books directly from other libraries. In 1989-90, 1,032 books were borrowed in this manner by the region's libraries, a figure comparable to last year. However, slightly more books were loaned by the region's libraries compared to last year, a total of 905.

There were 627 requests for books or information sent to the regional headquarters, and using the resources of the exchange collection and the Regional Resource Library in Clarenville, 72 percent of these requests were filled. This is a large percentage increase over last year, when only 49 percent of requests could be met within the region. It is apparent that as the non-fiction, reference and vertical file collections build up, many student requests for information for assignments can be met within the region.

Another well appreciated service, the books-by-mail service operated by the regional headquarters, continues to supply some former bookmobile patrons with paperbacks. While the number of people served is not large, those 26 patrons circulate almost three times as many books per borrower than the average patron using the local libraries.

Libraries in the region continued to receive exchanges of 200 books each, three times a year. These include adult and juvenile fiction, large print books and biographies chosen from the regional headquarters stock. In addition, 270 books were deposited with the volunteer library in Trinity.

The regional headquarters is not the only place that supplies deposits of books for short periods. Librarians in Bonavista, Grand Bank and Arnold's Cove provide deposits of books to senior citizens homes, while the Grand Bank librarian, Mildred Watts, also loans books to the school in Lamaline and to draggermen on the trawlers. This venerable tradition of the Grand Bank Library depositing books on ships goes back as far as 1952.

In 1989-90, the total circulation for all items was 185,542, a 4 percent increase. Removing the added figures for vertical file use this year, reveals that the actual percentage increase is closer to 1 percent.

Four libraries showed a dramatic increase in circulation, Clarenville +26 percent, St. Lawrence +23 percent, Arnold's Cove +19 percent and Fortune +12 percent, while three libraries had large drops, Burin -22 percent, Garnish -17 percent and Southern Harbour -15 percent. The decline in the latter libraries is not too significant when the circulation figures for several years is studied. All three had large increases in circulation last year.

Two In-Library Use Surveys conducted in October and February showed that the library is well used by people browsing through books and magazines. An estimated 90,900 people visited the region's libraries this year. Obviously, some of these are repeat visitors, since the region's entire population is only 62,431.

A number of 2,212 students, from 139 classes, visited the region's libraries, making the library staff quite busy. The Joseph Clouter Memorial Library had some interested visitors this summer. American relations of the late Joseph Clouter came to visit Catalina to view the library he founded more than 52 years ago.

Other activities in the libraries included 124 programmes, attracting 1,785 people, most of them children. Children's author Kathy Stinson spoke at two libraries during Children's Book Festival.

With all these people visiting the libraries, registration rose by 10 percent, to 11,432 which is 29 percent of the population living within ten miles of the libraries. Of particular note is the fact that Clarenville and Southern Harbour serve a respective 80 percent and 71 percent of their population. With Clarenville being a service centre for the area, the library attracts people from outside the ten mile radius. This also probably accounts for the tremendous problem it has with overdue books as well.

As far as new books are concerned, only 3,486 were bought this year compared to 4,373 last year, with a greater emphasis on juvenile fiction and picture books. Grand Bank and Marystown libraries both reported bookstock figures lower than last year. While both have received their share of new books, they must have weeded out even more. Next year we should have an accurate count of the number of books which have been discarded or donated at each library.

Some of the library buildings are beginning to show their age, with more and more of the small capital grant being eaten up by repairs. In 1989-90, a new roof was built over the Burin

Library and a leaking window was replaced at the Grand Bank Library. The only items of furnishings which were bought from the region's capital grant were a periodical display unit for Arnold's Cove Library and some shelving racks for Grand Bank Library. There is worse to come. More roof repairs and renovations are needed at the Grand Bank Library next year.

One new task the local boards had to take on in 1989-90 was an inventory of all furnishings and equipment at their libraries. This should give the Provincial Board and the auditors a better idea of the worth of items in the libraries.

Another new task not appreciated by the local board treasurers was the necessity to complete quarterly operating expense statements and to submit receipts to the regional headquarters before they can receive an operating grant cheque. This Imprest Fund System was reviewed in a short workshop at the March Regional Board Meeting. While it will mean extra work for treasurers and the regional librarian, this new system should result in a fairer allocation of our meager financial resources.

All board members are to be thanked for the time they volunteer to keep their libraries attractive, alive and active in the community. The staff, as always, has continued their dedicated efforts to that end, during the 1989-90 fiscal year.

CENTRAL REGION

Our major goal during the fiscal year 1989-90 was, as it is each year, to provide the maximum service possible, considering the funds and personnel we have to work with. Except for salaries, our budget for 1989-90 was not very different from the 1988-89 one; indeed, it was not very different from earlier budgets of the 1980's. Library certificate courses have been available since the fall of 1986 through the Department of Continuing Studies at Memorial University and a number of libraries have availed themselves of those courses. With a very small staff turnover, it means that our librarians are becoming more experienced and thus more capable of performing their tasks well. There were no new libraries constructed during the year, but, except for Botwood and, perhaps, Harmsworth Library in Grand Falls, we were not really short of space although many of the libraries did not provide access for the handicapped or meet required fire regulations.

In addition to staff, physical structures and library materials, we also require dedicated groups of volunteers (library boards) and a certain amount of discretionary funds

to promote the library and its programmes. Boards make policy and in the case of local boards, they are directly responsible for seeing that their respective local library is properly run. Thus, a local board can determine (to some degree) how operating funds are used and how much is required. It can help, both in tangible and in intangible ways, in publicizing the library; it can also act as a check on the library itself and see that it is run efficiently and well. With the aid of the local librarian or assisting the local librarian, the local board has input into the programmes offered through its funds or through its volunteered help.

The local librarian and the local board have the assistance of the regional librarian and the staff at Central Region Headquarters in its efforts to provide library materials and information to the nineteen local libraries in Central Region. The regional librarian (with considerable help from staff) acts as the administrative head of the region. All library materials which are purchased by the nineteen libraries are ordered by the region. Also, all operating and capital grants are routed through the region with the help of the regional board. In addition, the collective agreement between the Provincial Public Libraries Board and the Canadian Union of Public Employees is administered from the region for the staff in the nineteen libraries. So, administration and help for the local library come not only from the local librarian and the local board but also directly from the Central Region office in Grand Falls.

The aim of the nineteen libraries in the Central Region is to provide library materials, information and programmes to serve individuals in the area served by each library. Mainly, we provide library materials in the form of books and/or magazines. In attempting to satisfy adult readers, most of our libraries concentrate on adult fiction and local (Newfoundland) material although increasingly in the larger libraries we are purchasing non-fiction books. A large number of our magazine subscriptions are for adult readers and they cover a wide variety of categories; magazine subscriptions in our nineteen libraries range from a little over twenty in our smallest to over one hundred in our largest library.

For the young/juvenile reader, we purchase close to an equal number of fiction and non-fiction books. Fiction books in the areas of romance and adventure seen to stand out. A lot of juvenile non-fiction books are in the curriculum related area and they provide sources for students doing school assignments. Children's books range from picture books to books of Babysitter and Sweet Valley Twins series to non-fiction books about famous people and other lands to the

classics. In books at all levels, we concentrate on local and Canadian as much as possible and the same is true for magazines.

One library (Grand Falls) has a micro-film reader and commercial talking books as well as a number of video tapes. CNIB talking books are provided from a central collection in St. John's. There are a few children's French books and some children's tapes scattered throughout the region.

Information throughout the region is provided through a core reference collection and through our interlibrary loan programme. Information which cannot be provided locally is sent to the region and searched for there or at the larger Grand Falls library; if necessary, the query is sent on to the Provincial Reference and Resource Library in St. John's. Our main programmes are children's programme in a number of local libraries; there may be other programmes for special occasions/groups, such as Canada Day/Seniors.

During the fiscal year 1989-90, the Region purchased and had catalogued 2,840 adult books, 1,640 juvenile books and 532 children's books. We also purchased 4,136 uncatalogued books; these uncatalogued books were made up mainly of adult paperbacks, cheap (usually paperback) juvenile and children's books. Because of our shrinking book budget, we are continuing to rotate books and hope to add locations for those rotating books during the coming year. In 1989-90, we rotated 1,918 books, nearly all of which were adult fiction.

Our circulation and interlibrary loan statistics overall showed small declines over the previous year. Circulation throughout the Region fell from 267,059 to 253,467, a decline of about 5 percent; interlibrary loans on the borrowing side decreased from 3,192 to 2,870, a decline of about 10 percent and on the lending side the figure was 1,998, compared to 1,991 the previous year. There are no apparent reasons for those numbers to vary slightly other than, perhaps, a small shift in population or a change in the books/information that we are able to supply at a particular location.

Individual and group visits, reference queries and in-library use of materials are other statistics through which we measure the activities carried out in libraries throughout the year. Group visits and reference queries are measured throughout the year, whereas individual visits and in-library use of materials are measured only during two weeks of the year and yearly totals extrapolated. Statistics for group visits are down from the previous year; this is an area where more encouragement is needed for local librarians to become more active and the Five-year Plan-1990-95 attempts to increase the

children's story hours offered. Reference queries were 23,291 compared to 23,348 the previous year; we are still in the process of attempting to make those figures more accurate.

Individual visits and in-library use of materials were 184,150 and 672,875 compared to 188,750 and 759,075 the previous year. Those are estimated numbers and in-library use of materials is a very difficult statistic to get twenty or twenty-five individuals recording the same way. Presumably time and experience will enable us to be more proficient with those numbers.

During the course of the year there were no workshops for local librarians and thus it was very difficult to provide the motivation to maintain and increase our level of service. On February 17, 1990, the Region had a workshop for local treasurers on the Imprest System of local funding; this workshop coincided with our regular regional meeting and provided a forum for a discussion on the funding of local libraries. It was also helpful, as are the regional meetings generally, for its discussion on how trustees can help in the provision of better library service. From the Trustee Symposium, which was held in St. John's in September 1988, came a Public Relations Handbook for Trustees (1989); at the regional meeting of December 2, 1989, Donald Bennett, a regional board member, outlined and summarized the important ideas in this handbook and there followed a very profitable discussion on those ideas. Mr. Bennett attended the Atlantic Provinces Library Association (APLA) annual meeting in May 1989, in Charlottetown and reported back at our December 4,1989, meeting. From this report also came some very useful ideas for trustees in how to help promote and make more efficient the public library service.

During the past year there were a number of staff changes in the Region. Maurice Collins resigned as part-time library clerk and was replaced by Elizabeth John. Rowena Morey resigned at La Scie and was replaced by Jacqueline Sheppard. Madonna Crant resigned at St. Alban's and was replaced by Joan Sutton. At Sop's Arm, Beatrice Pinksen replaced Pauline Rice. Joyce Gregory at Windsor retired in June, under the Government's early retirement package, and was replaced by Madonna Crant. Except for Beatrice Pinksen, the new librarians at the different locations visited the Central Region office for training/upgrading as did the librarian from Springdale, Golda Burton.

To stay within our budget and offer the best service possible require constant planning, co-operation, communication and education. The Five-year Plan-1990-95, which was drawn up during the past year, provides for, among other things: A

planned division of the book budget into reference, children's books, juvenile books and adult books; the provision of rotating books regularly to all nineteen libraries during the five-year period; the opportunity for local board members to meet on a regional basis; the opportunity for the regional librarian to meet each local board at least once per year; local librarian and trustee workshops; and contacts with the schools.

The effort to provide better and improved facilities is recognized in The Five-year Plan-1990-95. It is also recognized that we are short a regional resource librarian and an assistant regional librarian. And, of course, we could use more and more funds for library materials. Our main challenge for the coming year will be to maintain and improve our service without much funding in those areas and hope that later those major requirements will be met.

To summarize, the year has been reasonably successful, considering our funding, personnel and physical environment. Once we have the resources, we need the planning and the skill to distribute them in a fair and equitable way. Constant communication is needed to maintain an awareness of what is required and how it can be obtained. The Central Region and its staff can be used as a means of maintaining communication and helping local boards and local librarians in meeting their objectives; they cannot do it alone.

GANDER REGION

As in the past, this year has seen positive growth of our public library services. Although circulation of materials has increased only marginally, one cannot assume that our libraries were not busier than last year. The increase of 6 percent in our interlibrary loans service and the slight increase in story-hour programmes and special events (which are more labour-intensive duties) give a more accurate reflection of how much our services have increased and improved.

Consultation with some local library staff has shown that circulation in their respective branches decreased because regular patrons were frustrated with insufficient new titles arriving and actually stopped coming to the libraries. Patrons of our libraries have always had a high user-satisfaction rate for bestseller and current popular fiction, and, therefore, no doubt are disappointed to realize that our book budget is buying less and waiting periods for the new books requested are longer each year.

The focus on current research in the high school curriculum has had an impact on the use of all libraries. Many students are using our libraries daily carrying out research, photocopying information and yet never charging out materials; reference queries have increased by 15 percent. If this trend continues, local boards may be asking for more hours of opening and more staff. In-library use of materials for this year was estimated to a total of 313,000.

Registration of borrowers increased as well, up 6 percent from last year.

The Region underwent staff turnover in two libraries this year; Ada Smith of Hare Bay retired in November 1989 and Mary Howse of Wesleyville resigned in March 1990. Both positions have been filled and the new replacements are working out fine.

A regional workshop was not possible this year due to budget restraint. However, some regional staff received training in areas of reference, interlibrary and oral communications and benefited from these seminars.

I was fortunate to attend the Canadian Library Association Conference in June 1989, in Edmonton, and have submitted a separate report on this.

We are still in much need of a regional workshop for all local libraries. Such a workshop has not been held since 1984 and the demand for a group exchange of information and ideas is crucial to sustain staff morale.

The Region acquired 6,193 new volumes this year. Emphasis was placed on upgrading the juvenile non-fiction areas of all branches and we were successful in doing so. An increase in the number of paperback purchases of juvenile fiction occurred, on the advice of local staff who noted that hard copy juvenile fiction is rarely circulating and the demand for soft cover leisure materials was high. Buying duplicate soft cover titles allowed us to stretch our budget for this area a little further.

Decisions were made to cancel standing orders for large print titles, due to a decrease in demand at the local level. Titles will now be selected as needed and placed in our collection at headquarters only for temporary loan to the branches. This will prevent this type of material from accumulating and stagnating in each branch.

Almost 3,000 volumes were discarded from all branches this year. Many duplicate outdated books are crowding all

branches and more weeding will have to be done on a regular basis.

Visits to local libraries seem to be getting less each year, due to increased paper workload within the office. However, 67 visits were carried out last year for consultation with local staff, on the job training, delivery of exchanges and new books.

Completion of the new Greenspond Public Library took place last summer with some very minor inside jobs left to be done. Lewisporte Library Board received a federal grant of $91,000 for extensive renovations to their new building and this work began in February. The finished product will no doubt be a library the Region will be proud of. It will also be more expensive to operate and maintain.

The Region received two small federal grants this past fiscal year. A Challenge '89 Grant of $4,170 allowed us to employ two students for a total of 24 weeks. A Canada Day Celebrations Grant of $450 permitted the whole Region to participate in a variety of activities promoting the library and Canada Day.

All branches under our administration have experienced a tremendous growth since our Region began in 1978. Libraries such as Gambo and Twillingate are very overcrowded and despite a lot of weeding still have shelving needs, yet have no areas to place extra shelving.

While many facilities have been improved in recent years, branches such as these will need some capital attention.

The Regional Library Board will be keeping a close watch on collection development in the near future, in order to ensure a cost-effective expenditure of our book budget. Collections in many smaller libraries are stagnating and expensive hard copy titles are not moving. Some branches want only current bestsellers and some others want only paperback format. In general, most of our libraries request only current fiction and non-fiction. Selection will have to be modified to ensure that we can meet the recreational and information reading needs of all communities.

Looking back over the past 12 months I can say with confidence that despite the financial odds placed against us, the Gander Regional Library System continues to maintain a very acceptable level of public library service. Staff and trustees along with friends of the library show their interest and support by assisting in the many extra programmes and special events hosted by our libraries.

I would like to thank all staff and board members for their assistance in the administration of the Gander Region.

LABRADOR-NORTHERN

The annual report for the Labrador-Northern Region for 1989-90 will be of necessity a short one and somewhat general in content. John White, the regional librarian, left the region in October 1989 to become regional librarian with the Avalon Region, in Harbour Grace. Since then, due to lack of response to advertisements, the Region has been without the services of a regional librarian. There was no break in routine administrative services, because these responsibilities were most ably carried out by the regional staff. However, the vacancy did mean that valuable time was lost in the development of the Region as a whole and that some communication links were temporarily severed.

The Region also suffered from a decrease in circulation and in the number of interlibrary loans dealt with by local libraries. Circulation fell by 27,500 in comparison with 1988-89; five out of the nine libraries being affected. The number of interlibrary loans decreased in eight out of nine libraries. Hopefully, these setbacks are only temporary. Hours at local libraries remained the same as in previous years, and the number of books available increased by over 10,000.

On the positive side, Wabush celebrated its 25th anniversary in the fall of 1989. The library, now housed in the basement of the town council office, is a far cry from its small beginnings in 1964. Celebration was the order of the day also for Ethel Foley of Labrador City and Bernice Smith of St. Anthony; they were among the first graduates of the Library Certificate Programme conducted by Memorial University. The L'anse au Loup Library moved into larger quarters and had the satisfaction of seeing circulation continue to steadily increase.

Flood and fire took its toll on two libraries in the Region. The St. Lunaire-Griquet Library was damaged when hard frost followed by thaw caused extensive flooding and damage to the floor of the building. The Wabush Town Council building was damaged by fire during the year and although the library suffered only minor damage, extensive cleaning and some renovation were necessary. Unfortunately, funding was not available to bring the North West River Volunteer Library into the Region on a permanent basis, and the Cartwright Library still suffered from poor housing.

Just before Robert Kennedy was assassinated in 1968, he was asked in a television interview what he was trying to achieve. He replied, "I'm trying to make a contribution." I think this is a good indication of what many individuals and groups are actually doing in the Labrador-Northern Region. Town councils, the provincial government and a private company contributed attractive housing and valuable grants to the public libraries. Local boards, in many cases, raised funds locally to buy additional materials and furnishings. In the case of North West River, the library was kept running by volunteers. The Base Library continued to open its facilities to the residents of Happy Valley and Goose Bay under the "Agreement of Co-operation". Regional staff in Labrador City continued to supply services to the local libraries through the exchange collections and interlibrary loan and to schools by providing material on request. And, last but by no means least, the local library staff provided service to the public to the best of their ability and sometimes under less than ideal circumstances.

Looking back over previous annual reports, the message is very clear. Without the commitment of these contributors public library service would not survive. Lack of adequate funding and no prospect of any long-term improvement make these contributors all the more vital to the stability and growth of the public library service.

WESTERN REGION

Each annual report seems to offer greater scope for the recounting of various woes. This year, however, there are some positive accomplishments to lift our spirits. In 1989-90, five Western Region staff members graduated from Level I of the Library Certificate Programme offered by MUN Extension: Barbara Christmas (WRLH), Joan Downey (Stephenville Crossing), Anita McInnis (Bay St. George South), Marie Morris (Cormack) and Norma Pickett (Lark Harbour). Norma was also the recipient of the Newfoundland Library Association's Award for highest academic achievement. These five staff members were recognized for their efforts with a small presentation at the March meeting of the Western Region Library Board. Three libraries are now contributing weekly book columns to their local newspapers - Corner Brook, Port aux Basques and Stephenville - and Burgeo continues its new book listings on the local cable channel. Corner Brook's story-time on the cable station is now in its third year of production and I am well into my sixth year of weekly book chats on CBC radio. I would like to extend my thanks to those libraries mentioned and those unmentioned that are continuing to do their part to raise the public

library's profile. All have found such efforts do pay off in increased use.

The trend toward increased interlibrary loans and decreased direct circulation has continued this year, with an overall increase of 2.8 percent in interlibrary loans and an overall decrease of 1.2 percent in circulation. Five libraries reported a decrease of 10 percent or more in direct circulation, with the most serious decrease, 16 percent, being reported by Daniels Harbour. Among non-joint-service libraries, Burgeo, Cow Head and Stephenville Crossing show the greatest increases in circulation (29, 18 and 12 percent, respectively). Twelve branches have reported increases in interlibrary loans transactions, with the most dramatic increases shown at Norris Point (313 percent), Rocky Harbour (182 percent) and Lourdes (170 percent). Of the 7,726 transactions reported, our libraries were unable either to supply or to obtain 878, or 11 percent, of items requested, which is about the same as last year.

Registration is quite stable. The decrease of 1,700 is more than covered by the fact that Corner Brook is in the process of re-registering. The number of reference queries, or at least the reporting of them, has increased slightly, while there has been a dramatic 34 percent increase in the reported number of programmes and persons attending programmes. Class visits have decreased by about 8 percent. There are still a few boards which report no programmes, and I shall be following up with them to see if it is truly a case of no programming happening, or merely a case of forgetting to count and record such events.

I'm pleased to report that book allocations are up slightly over last year with the biggest differences in the rotating stock and uncatalogued paperback categories. Even if not all the books distributed were brand new, at least they provided some variety. Of the book distributed, 898 were actually redistributions of older stock from the old bookmobile and deposit collections, 252 were purchased by local boards through our Technical Services Division and 440 were donations which were catalogued into the system. Of the books distributed, 9,374 were actually new books purchased from the regional budget, as compared with 5,410 last year. Of these, there were about 3,300 titles purchased for an average of 2.8 copies per title.

The average cost of all new books purchased from the Western Region materials budget this year is $9.05. This figure is never "scientific" as many books acquired in any fiscal year are not actually distributed in that same fiscal year.

In 1989-90, we saw the largest turnover in staff that I have experienced since I was appointed in 1979. We lost five veteran staff members to retirement: Dorothy Alexander (Port au Port West), Christina Dicks (Corner Brook), Hazel Gabriel (Corner Brook), Lucy Hillier (Norris Point) and Johan Sparkes (Rocky Harbour). All four of them travelled to St. John's for the annual testimonial dinner of the Provincial Public Libraries Board, Christina Dicks in March 1989 and the other three ladies in March 1990. Corner Brook alone posted some 14 vacancies as the domino effect of early retirement took over and internal candidates were promoted. Even a year later, Corner Brook has not yet achieved a full complement, and five new employees are still in the training phase.

On the unhappier side, I am sad to report that Gladys Cornect of the Cape St. George Library passed away on April 6 of the new year. Stella Cornect has been acting in the position until we can get it staffed permanently.

ST. JOHN'S LIBRARY SYSTEM

Since arriving in Newfoundland in the fall of 1989, the last half-year in the St. John's Library System has been a busy one for me. I'd like to extend special thanks to a patient, understanding and helpful staff who have made my orientation a much easier one.

Planning is essential for success. And the St. John's Library System, like many institutions, must do it in the company of two familiar faces: very limited human and financial resources.

While new perspectives may accomplish many things, adequate funding remains indispensable for progress. One of the more important issues to be considered in the forthcoming year will be automated solutions to the labour intensive work now done by the staff.

Historically, St. John's has been an anomaly in that it lacked a reference department. Through committee work over the past six months, however, recommended procedures were established that will see the reference material from the Provincial Reference and Resource Library transferred to St. John's, tentatively for the fall of 1991. These recommendations have been approved in principle by the Provincial Board.

Many other exciting challenges remain. Within the context of our five-year plan, a committed board and competent and enthusiastic staff, I feel that most can be met.

It was a busy year for the St. John's Reserves Services. Other libraries requested more books from St. John's during the year as opposed to the previous year - 1,836 versus 1,702; more were supplied 1,424 as against 1,203; 412 weren't supplied as against 499.

However, St. John's requested less books on loan during the year as opposed to the previous year - 1,861 versus 2,040; of these 1,680 were supplied versus 1,811 the previous year; 181 weren't supplied as against 229 the previous year.

During the course of the year, Raelene Thomas took over the Reader's Advisor job vacated by Janet Goosney and Carol Seymour was appointed to Raelene's job as Reserves Technician.

Joan Wheeler did an annotated book list on Romantic and Gothic authors and has in the works ones on International

Intrigue, Mystery Authors and Gardening. Joan also does a weekly annotated new book list for the Sunday Evening Telegram.

As said already, it has been a busy year for the Reserves System, but staff have coped ably and the service continues to grow.

The past year has been a year of mixed results and events at Gosling. Although we experienced an increase in our adult circulation, reserves and reference work, unfortunately our overall statistics again declined due to the decrease in our juvenile statistics. I think we will have to live with the fact that children do not live in the downtown to the extent that they used to and therefore, will not use a downtown library.

Some of the highlights of the last year were:

- **Sunday Winter Opening** - due to a variety of reasons, it was decided to try opening Gosling on Sunday afternoons rather than the main library. Although our circulation in no way matches the circulation which they used to do, it has been busy and actually the numbers are starting to show an increase.

- **Class Visits** - Gosling has shown a definite increase in class visits both by children and adults. We have several regular visits as well as visits from students who are touring City Hall (the library is now one of their regular stops). One of the groups that are using the Gosling Library on a regular basis are the "English as a Second Language" school and with the number of new comers to our province in the last four months, we are finding our resources used to their limits (and sometimes beyond).

- **Relocation** - Due to labour disputes, we are still in our present location on the second floor of City Hall, but it looks as though our move to the City Hall Annex should happen within the next two months. This year we have actually seen floor plans and arranged for telephones, etc., so it should really happen.

The statistics for Marjorie Mews Library for the year 1989-90 showed a decrease in overall circulation. However, it should be pointed out that our monthly statistics from October 1989 to March 1990 have shown an increase when compared to that same period one year previous. We are hopeful that this trend will continue.

In all it has been a successful year at Marjorie Mews. We've just received our new coin-operated photocopier which is being very well used by both the public and the library staff. As usual, our children's programmes have been very well attended. The recent rise in circulation may be due in part to the popularity of the many children's activities. As well, the mild winter allowed more of the public to get out and attend the various programmes offered.

The staff at Marjorie Mews were very pleased to hear about the possibility of relocating the library in the future. The steady decline in circulation in recent years is, we feel, due to our present location and the many problems we've encountered here. We feel certain that a new location may be just what we need to increase our circulation and to allow us to better serve the public.

The staff of Marjorie Mews are optimistic that 1990-91 will be a very productive and successful year for the library.

A big change for Michael Donovan Library was our move in June to the Waterford Valley Mall. As a result, we have attracted a lot of new patrons and our circulation has shown an increase. The majority of comments have been positive with a few complaints about lack of parking spaces. We now, at last, have an activity room which is well used.

Our official opening was held on September 20, 1989. It was an overwhelming success with something for everyone. A special draw was held for gift certificates from Fred's Records, Granny Bates Children's Books and two Newfoundland books. Mr. Balloon Man's assistant entertained the children with animal balloon shapes and juggling.

The summer activities were well attended, especially "Operation Undercover", the Summer Reading Programme. Storytime and Tots Time were as well attended as ever but turn out for winter activities has declined.

The biggest problem for this library seems to be lack of new adult books. We have shown a marked increase in adult registrations and adult books circulated in the last few months. As always, there are numerous complaints about long waiting lists for best sellers, lack of current cassettes and insufficient reference materials.

All in all, the past year has been a very busy and successful one.

PUBLIC LIBRARIES BOARD
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 1990

	1990	1989
REVENUE		
Operating Grants		
Province of Newfoundland		
-general funds	$5,865,002	$5,482,100
-automation study grant	25,000	--
Other Revenue		
Funds Raised by Community Libraries	223,734	212,056
Miscellaneous	2,533	201
	$6,116,269	$5,694,357
EXPENDITURE		
Advertising	3,981	2,547
Automation Study	23,889	--
Books	725,091	690,180
Periodicals	153,992	175,466
Computer Services	86,310	80,379
Conferences & Workshops	17,425	45,722
Freight & Postage	75,260	68,157
Heat and Light	153,768	164,774
Insurance	29,620	29,862
Miscellaneous	41,856	76,996
Office & Library Supplies	124,488	122,664
Printing	12,608	14,013
Rental of Equipment	81,322	44,897
Rental of Premises	183,590	163,115
Repairs & Maintenance	72,444	73,492
Salaries	4,099,653	3,875,508
Security & Janitorial Services	15,329	13,897
Staff Development	13,808	7,827
Telephone & Envoy	85,008	93,533
Travel	83,819	108,605
	$6,083,261	$5,851,634
Excess of Revenue Over Expenditure (expenditure over revenue)	$ 33,008	$(157,277)
Extraordinary Income	43,637	--
Net Excess of Revenue Over (expenditure over revenue)	$ 76,645	$(157,277)

N.B. Financial Statement Subject to Audit

PUBLIC LIBRARIES BOARD
CAPITAL ACCOUNT
FOR THE YEAR ENDED 31 MARCH 1990

	Expenditure
Administration	$ 24,534
Avalon Region	60,152
Bonavista-Burin Region	7,029
Books-By-Mail	185
Central Region	14,891
Gander Region	64,404
Labrador-Northern Region	15,667
Provincial Reference	4,994
St. John's Libraries	5,840
Technical Services	528
Western Region	20,939
Total:	$219,163

N.B. Subject to audit

STATISTICS 1989-90

NAME	SERVICE POINTS	POPULATION	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS
AVALON REGION	22	80,251	154,933 (146,620)	293,863 (292,831)	22,095 (19,249)
BONAVISTA-BURIN REGION	11	39,166	95,370 (89,807)	185,542 (178,522)	11,432 (10,407)
CENTRAL REGION	19	44,240	185,872 (179,306)	253,467 (267,059)	17,560 (17,366)
GANDER REGION	18	41,576	148,046 (147,337)	244,333 (240,334)	17,901 (16,890)
LABRADOR-NORTHERN REGION	9	29,959	109,012 (115,231)	152,027 (179,527)	12,482 (11,605)
PROV. BOOKS-BY-MAIL	1	N/A	20,600 (20,000)	41,116 (47,638)	4,000 (3,307)
PROV. REFERENCE & RESOURCE LIBRARY	1	N/A	86,534 (85,838)	4,367 (4,245)	N/A (N/A)
ST. JOHN'S LIBRARIES	4	100,000	120,519 (116,329)	377,889 (377,658)	14,604 (13,391)
WESTERN REGION	22	75,106	215,459 (205,189)	379,877 (384,900)	24,246 (25,975)
TOTALS	**107**	**410,283**	**1,136,345** (1,106,265)	**1,932,481** (1,972,714)	**124,320** (118,190)

NAME	HOURS OPEN	ILL TRANSACTIONS	REFERENCE ENQUIRIES	LIBRARY VISITS	IN-LIBRARY MATERIAL USE
AVALON REGION	21,164 (20,097)	4,058 (4,371)	16,869 (15,130)	163,475 (174,032)	429,075 (298,275)
BONAVISTA-BURIN REGION	11,570 (11,570)	1,937 (1,912)	7,672 (8,684)	90,900 (86,725)	403,750 (307,450)
CENTRAL REGION	16,328 (16,328)	4,868 (4,405)	23,291 (23,132)	184,150 (188,950)	672,875 (759,075)
GANDER REGION	15,298 (15,298)	6,632 (6,263)	27,971 (24,249)	188,950 (171,470)	313,000 (319,090)
LABRADOR-NORTHERN REGION	11,440 (11,466)	2,351 (1,887)	18,442 (17,909)	105,400 (163,925)	291,350 (351,375)
PROV. BOOKS-BY-MAIL	1,820 (1,820)	N/A (N/A)	N/A (N/A)	N/A (N/A)	N/A (N/A)
PROV. REFERENCE & RESOURCE LIBRARY	3,172 (3,172)	5,341 (5,745)	22,014 (22,355)	36,800 (36,525)	130,100 (123,075)
ST. JOHN'S LIBRARIES	11,596 (11,596)	3,970 (4,061)	16,885 (15,163)	187,500 (189,425)	107,800 (105,050)
WESTERN REGION	21,552.5 (20,795)	7,726 (7,515)	37,801 (36,863)	281,250 (340,564)	796,275 (839,297)
TOTALS	**113,940.5** (112,142)	**36,883** (36,159)	**170,945** (163,485)	**1,238,425** (1,351,416)	**3,144,225** (3,102,687)

NAME	LIBRARY PROGRAMME ATTENDANCE	CLASS VISITS
AVALON REGION	458-4,983 (4,975)	299-5,613 (267-4,687)
BONAVISTA-BURIN REGION	124-1,785 (2,219)	139-2,212 (153-3,031)
CENTRAL REGION	584-5,964 (6,617)	567-6,925 (620-9,092)
GANDER REGION	176-5,054 (4,052)	1,338-26,717 (1,292-25,933)
LABRADOR-NORTHERN REGION	247-2,981 (4,218)	109-2,024 (114-1,488)
BOOKS-BY-MAIL	N/A (N/A)	N/A (N/A)
PROV. REFERENCE RESOURCE LIBRARY	N/A (N/A)	30-888 (33-1,009)
ST. JOHN'S LIBRARIES	709-10,912 (9,605)	19-1,035 (N/A)
WESTERN REGION	388-4,991 (3,729)	1,061-14,977 (1,154-17,328)
TOTALS	**2,686-36,670** (35,415)	**3,562-60,391** (3,633-62,568)